



By accepting this work order you agree to complete this form, including the site manager's signature, and return it to us in order for us to meet our customer's billing requirements. Your return to us of completed paperwork is a critical element in our timely payment to you for services rendered.

**CUSTOMER**

Customer : Best Buy Co.

**Tech to be OnSite Before :** 8/26/2020 5:00:00PM EDT

Site : BBY NonRetail Sites #718

(See Trip Info Section Below)

Address : 1605 Broadmoor Blvd  
Buford, GA 30518

Requested By : Dan Markovic

City,State - Zip : Buford , GA - 30518

Customer Order #: INC7857439

Corner Addr :

Problem Code: 7213 BY - Phone System

Phone : 470-655-4100

**CROSSCOM INFORMATION**

Contact :

Log in and out via IVR 1-800-820-9229

Question Call : 1-800-820-9229

Fax D &amp; A to 1-800-933-5538

Team : Red

Dispatcher Notes :

**BRIEF STATEMENT OF WORK & COMMENTS**

7213 BY - Phone System

Phone line down at DDC location -Cable Tech Dispatch Requested.

\*\*\*NOTE - SITE CLOSED FROM 3PM to 4PM\*\*\*

Store number: DDC 718-BUFORD-US

Onsite contact: Kenny Mitchell till 3pm and after 4pm contact Veronica Kilbert. 470-655-4108

Building is closed from 3pm to 4pm for sanitizing purposes.

Description of the issue: Known working phones dont work

Location of the Phone in the store: Guard Front Desk

Impacted Extension: 470-655-4101

Exact action requested of cable tech: repair/replace SMB and/or cabling

Need a CrossCom tech on site to work and check out with - BBY L2 Retail 866-241-7643

\*\*\*TECH DO NOT complete any additional work on site without approval from the Best Buy Help Desk you are working with. Please Document who requested additional work. Managers are not allowed to ask the tech to perform any other work, they MUST call the Help Desk.

**TRIP INFORMATION**Arrival Date  
08/26/2020Arrival Time  
05:00 PMTimeZone  
EDTTripDescription  
ServiceNoOfTechs  
1

**TECHNICAL NOTES**

Site Contact: Manager on Duty  
Type of Rate for the First Trip: Standard Rates  
Travel Charge for the First Trip: None  
Return trip is at Standard Rates  
Only One (1) Tech is Approved for this work order

The technician MUST adhere to CrossCom's Dress Code, ID Badge and Tool Requirement  
Tech will need cabling, jacks, cable tester and tools.

The technician needs to Log In/Out via the CrossCom IVR 800-820-9229.  
Also MUST speak with a CrossCom Technical Service Representative BEFORE LEAVING SITE upon logging out.  
Failure to do so may result in non-payment.

**EXPECTATIONS:**

DO NOT EXCEED 60 MINUTES - YOU MUST CALL CrossCom FOR AUTHORIZATION OF ADDITIONAL TIME.  
Failure to update may result in a short pay.

Field Service Representatives must upload the completed work order prior to leaving site with manager's signature to the vendor portal at  
www.mycrosscom.com PRIOR TO LEAVING SITE. Failure to upload paperwork in a timely manner may result in Non-Payment.

DO NOT complete any additional work on site without approval from CrossCom.  
"PROGRAM CHANGES" are not to be made without corporate approval.  
"SOW" must be confirmed and all work completed and addressed.

Please clean up any mess you make, this includes cables, jack, packing materials and boxes.  
\*\*\*Do Not Leave a Mess\*\*\*

Best Buy Customer Specifics:  
\*\*\*Access Point, Cisco Switches, KVM Switches, UPS Battery Back Ups or Rack Mount Power Strip installs are Hard Start - 2 hours before  
the store opens, CANNOT BE LATE\*\*\*  
\*\*\*DO NOT complete any additional work on site without approval from the Best Buy Help Desk you are working with. Please Document  
who requested additional work. Managers are not allowed to ask the tech to perform any other work, they MUST call the Help Desk.

**MATERIAL ON ORDER**

<u>Part Number</u>	<u>Part Description</u>	<u>Provided By</u>	<u>Quantity</u>
NONE			

**SPECIAL TOOLS**

<u>Tool Description</u>	<u>Provided By</u>
NONE	

**OPTIONAL ITEMS**

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Note : Confirm with CrossCom before performing any of these activity.

<u>Description</u>	<u>Quantity</u>
NONE	

**TECHNICIAN DATA**

Trip #

Date

On-Site At

Off-Site At

\_\_\_\_\_  
Manager Signature\_\_\_\_\_  
Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: \_\_\_\_\_

Trip #

Date

On-Site At

Off-Site At

\_\_\_\_\_  
Manager Signature\_\_\_\_\_  
Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: \_\_\_\_\_

**COMMENTS**\_\_\_\_\_  
Manager Signature\_\_\_\_\_  
Date & Time\_\_\_\_\_  
Technician Signature\_\_\_\_\_  
Date & Time



March 23, 2020

SUBJECT: COVID-19 VIRUS (Essential Worker)

To Whom It May Concern,

I am actively employed by CrossCom National, LLC, as a technician and responsible for the repair, service and maintenance of technology equipment inside retail stores. We serve supermarkets, pharmacy chain stores, and other essential retailers. Those retailers we support, include, but are not limited to the following and their associated brands:

- |              |                       |
|--------------|-----------------------|
| - Target     | - Rite Aid            |
| - Costco     | - Food Lion           |
| - Albertsons | - Hannaford           |
| - Safeway    | - Dollar General      |
| - Kroger     | - Family Dollar       |
| - Sam's Club | - AutoZone            |
| - Walmart    | - Advanced Auto Parts |
| - Walgreens  |                       |

We are considered essential as we support critical services within our customer base that allow these essential retailers' IT infrastructure, Alarm Systems, and Telecommunications Infrastructure to remain functional and in good working order. If there are any questions or concerns related to my working during this time or during any future "shelter in place" action within this location, please contact my employer representative, Ken Miller (Director, Field Services) at (847) 850-6298 (Direct) or (847) 903-7996 (Cell).

CrossCom  
900 Deerfield Parkway  
Buffalo Grove, IL 60089

847-520-9200  
847-419-4884

[www.crosscom.com](http://www.crosscom.com)